

### In the Specification

Please replace the first full paragraph on page 16 with the paragraph shown below:

In addition to providing data fields, Edit Proactive Customer Data Screen 500 preferably provides function buttons such as erase 507 (to clear all data fields that can be edited), Save Changes 508 (to update the customer data 502 with the newly entered information), Input Contact for Displayed Customer 510 (to jump to screen 600 shown in Figure 6, in which the user can enter information regarding ongoing contacts, preferably, when the user is directed to screen 600, the database 100 automatically retrieves the information related to the customer currently displayed on screen 500, and populates the fields on screen 600 with that information), and exit 512 (to close the screen and return to the previous screen).